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Amdt. dated September 29, 2006
Reply to Office Action of June 30, 2006
Docket No. GP-301187-OST-ALS

In the claims:

1. (Previously presented) A method for directing service in a vehicle, comprising:

receiving, at a service management subsystem, a service request from the vehicle;

receiving, at the service management subsystem, a vehicle location;

determining, at the service management subsystem, vehicle delivery-enabling information based on the service request and the vehicle location;

configuring, at the service management subsystem, the service corresponding to the service request based on the vehicle delivery-enabling information; and

sending the configured service from the service management subsystem to the vehicle.

2. (Currently amended) The method of claim 1; further comprising[[:]] receiving a signal including a vehicle identifier from a vehicle communication component.

3. (Original) The method of claim 2 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.

4. (Previously presented) The method of claim 1, further comprising:
sending a list of delivery channels to a vehicle communication component, the delivery channels being selected from a live agent and a virtual agent.

5. (Previously presented) The method of claim 4, further comprising selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

6. (Previously presented) The method of claim 5, further comprising optimizing the configured service for communication based on the selected delivery channel.

7. (Previously presented) The method of claim 1, further comprising configuring a

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vehicle communication component in the vehicle based on the vehicle delivery-enabling
information.

    8. (Previously presented) The method of claim 1, further comprising creating a profile
that includes the vehicle delivery-enabling information.

    9. (Previously presented) The method of claim 1 wherein determining the vehicle
delivery-enabling information is based on at least one pre-determined user input.

    10. (Original) The method of claim 1 wherein sending the service corresponding to the
service request comprises sending electronic mail to a vehicle communication component.

    11. (Previously presented) The method of claim 1, further comprising updating the
vehicle delivery-enabling information at the service management subsystem while the
subsystem is in contact with a vehicle communication component.

    12. (Previously presented) A system for directing service in a vehicle, comprising:
        means, at a service management subsystem, for receiving a service request from the
vehicle;
        means, at the service management subsystem, for receiving a vehicle location;
        means, at the service management subsystem, for determining vehicle delivery-
enabling information based on the service request and the vehicle location;
        means, at the service management subsystem, for configuring the service
corresponding to the service request based on the vehicle delivery-enabling information; and
        means for sending the configured service from service management subsystem to the
vehicle.

    13. (Previously presented) The system of claim 12, further comprising means for

receiving a signal including a vehicle identifier from a vehicle communication component.

14. (Previously presented) The system of claim 12, further comprising means for sending a list of delivery channels to a vehicle communication component, the delivery channels being selected from a live agent and a virtual agent.

15. (Previously presented) The system of claim 14, further comprising means for selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

16. (Previously presented) The system of claim 15, further comprising means for optimizing the configured service for communication based on the selected delivery channel.

17. (Previously presented) The system of claim 12, further comprising means for configuring a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

18. (Previously presented) The system of claim 12, further comprising means for creating a profile that includes the vehicle delivery-enabling information.

19. (Previously presented) The system of claim 12, further comprising means for updating the vehicle delivery-enabling information at the service management subsystem while the subsystem is in contact with a vehicle communication component.

20. (Previously presented) A computer usable medium including a program for directing service in a vehicle, the computer usable medium comprising:

computer readable program code that receives a service request from the vehicle;

computer readable program code that receives a vehicle location;

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computer readable program code that determines vehicle delivery-enabling
information based on the service request and the vehicle location;

computer readable program code that configures the service corresponding to the
service request based on the vehicle delivery-enabling information; and

computer readable program code that sends the configured service to the vehicle;

wherein: the service request and the vehicle location are received at; the vehicle
delivery-enabling information is determined at; the service is configured at; and the
configured service is sent from a service management subsystem.

21. (Previously presented) The computer usable medium of claim 20, comprising
computer readable program code that receives a signal including a vehicle identifier from a
vehicle communication component.

22. (Original) The computer usable medium of claim 21 wherein the vehicle identifier
is a unique code including user identifier information and vehicle location.

23. (Previously presented) The computer usable medium of claim 20, further
comprising- computer readable program code that sends a list of delivery channels to a vehicle
communication component.

24. (Previously presented) The computer usable medium of claim 23, further
comprising computer readable program code that selects a channel from the list of delivery
channels to deliver the configured service corresponding to the service request, the delivery
channels being selected from a live agent and a virtual agent.

25. (Previously presented) The computer usable medium of claim 24, further
comprising computer readable program code that optimizes the configured service for
communication based on the selected delivery channel.

26. (Previously presented) The computer usable medium of claim 20, further comprising computer readable program code that configures a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

27. (Previously presented) The computer usable medium of claim 20, further comprising-computer readable program code that creates a profile that includes the vehicle delivery-enabling information.

28. (Previously presented) The computer usable medium of claim 20 wherein determining the vehicle delivery-enabling information is based on at least one pre-determined user input.

29. (Original) The computer usable medium of claim 20 wherein sending the service corresponding to the service request comprises sending electronic mail to a vehicle communication component.

30. (Previously presented) The computer usable medium of claim 20, further comprising computer readable program code that updates the vehicle delivery-enabling information at the service management subsystem while the subsystem is in contact with a vehicle communication component.